

PAPER MILL PLAYHOUSE RENOVATION QUESTIONS

We are in midst of an exciting campus-wide renovation that includes transforming our lobby, restaurant, and outdoor spaces, enhancing every guest's experience, including the long-awaited addition of more restrooms.

To bring this vision to life, we will present a four-show season instead of our usual five for the 2026-2027 season. This is a temporary change that will give us the time to begin the construction project and prepare the site to produce a season during construction.

GENERAL RENOVATION

Is the auditorium being renovated, or just the front of the building?

The auditorium will remain untouched during the scope of the renovation – only the mezzanine will be inaccessible due to the construction on the lobby and surrounding front-of-house area.

How long will these renovations last?

Construction is scheduled to be completed by the end of the summer of 2027.

Construction timing

Construction will not take place during performances.

PARKING AND ARRIVAL

Where will we enter and exit the theater?

A primary entrance to the theater will be located on the **Brookside Drive** side of the building where patrons will access an enclosed walkway to safely and efficiently allow patrons to enter and exit the auditorium. A secondary entrance will be located off Lot A, along the brookside.

An **accessible entrance** will only be available on the Brookside Drive side of the building; anyone in need of an accessible entrance should plan to park in Lots B, C, or D and enter from Brookside Drive.

How will this affect parking?

Parking Lots B, C and D will be unaffected by the construction. Parking Lot A at the rear of the theatre will be impacted by construction and its accessibility will shift throughout the construction period. Patrons will be notified of its accessibility prior to each show.

Will the shuttle bus still be available? Where will shuttle pickup and drop-off take place?

The complimentary shuttle will still be available for performances, with pickup and drop-off available in front of the building. We encourage patrons to utilize downtown parking lots and visit our Parking webpage for more details about parking availability for performances.

What resources will you provide to keep us warm/dry while we wait outside during the winter?

Our primary goal will be to open the doors to the auditorium as early as possible to reduce wait times for patrons outside.

BOX OFFICE

If I want to buy tickets at the Box Office in person, where should I go?

A satellite location for purchasing/exchanging tickets is available at Paper Mill Studios in downtown Millburn at 20 Main Street, located in municipal parking **lot 1**.

Is parking in downtown Millburn free?

No, parking in all downtown lots is paid all day until 6:00 PM and free only on Sundays.

Can I bring cash to the satellite box office?

Due to space constraints and cash handling logistics, we encourage cashless payments in our downtown location.

Where will I pick up my tickets at showtime?

A satellite location for picking up tickets during performances will be located conveniently and close to the main entrance to the auditorium.

ACCESSIBILITY

How does this affect access for guests using a wheelchair?

Our building will still be accessible for patrons in wheelchairs or mobility devices, and all accessible seating in the auditorium will remain available.

Will you still have access services available for performances?

Yes! All of our standard access services (assistive listening devices, Braille & large print programs, etc.) will be conveniently available in the back of the theater. Our scheduled access services for audio-described, open-captioned, and ASL-interpreted performances will not be disrupted by construction.

Will the sensory seminars still be held prior to audio-described performances?

Due to construction and the need to allow audiences into the auditorium as early as possible, we will not be able to offer pre-show sensory seminars for audio-described performances. We look forward to resuming these offerings in the season following construction!

Will you still offer Autism-friendly performances?

Due to the construction on the lobby and surrounding front of house area, the ability to offer our usual accommodation for Autism-friendly performances (such as our activity center/chill-out zone, and the ability to freely roam) will be significantly limited. Therefore, we will not be able to offer dedicated Autism-friendly performances, but we look forward to resuming these offerings to their full extent in the season following construction. We encourage patrons with Autism or sensory sensitivities to email Accessibility@PaperMill.org to inquire about what accommodations can be offered on a case-by-case basis.

FACILITIES

Will this affect the availability of bathrooms?

Premium Portable Restrooms will be stationed near entrances to the auditorium during construction.

What happens if we need to evacuate?

All standard evacuation procedures will remain in effect during construction – Paper Mill staff are trained and readily able to respond to evacuations and will guide patrons to designated areas of egress.

Will you still have concessions/bars to purchase snacks and drinks?

Will reduced in the number of offerings, concessions will still be available in designated locations during performances.

Have other questions?

Contact Ticketing Services at BoxOffice@PaperMill.org or 973.376.4343
or visit PaperMill.org/TheNextAct to learn more about The Next Act Campaign!